



U.S. Department of the Navy

Office of the Assistant Secretary of the Navy (Financial Management and Comptroller)
The Honorable Richard Greco, Jr.

Success Story

Space and Naval Warfare Systems Center-Markets

ISSUE: How can portal technology be used to increase efficiency in procurement transactions at Space and Naval Warfare Systems Center-San Diego?

ACTION: Space and Naval Warfare Systems Center-San Diego implemented SSC Markets in 2003 - utilizing a web based simplified acquisition process that leverages industry on-line catalogs with automatic updates.

RESULT: The acquisition process is faster and more user friendly. By comparison to the normal simplified acquisition process, Requisition-to-Order time was reduced from 44 days to 44 minutes - and compared to the average credit card order, from 3 hours to 44 minutes.

The legacy process for simplified acquisition was inefficient, lengthening time and funding required to complete projects at the Center. Space and Naval Warfare Systems Center-San Diego decided to take advantage of the Insider Portal they had developed and provide users access to a Web-based interfaces for selected procurement channels with a centralized, easy-to-use interface (like Amazon.com®). This easy to use interface allows them to be far more efficient - in turn reducing Total Cost of Ownership by significantly reducing training costs and deployment expenses.

The user interface includes not only order placement, but internal approval, order status, vendor acknowledgement, receipt, acceptance and invoice payment notification, providing a complete picture of the procurement in a real-time Web-based environment. High volume repeat buying is targeted for volume discounts and customer service based on spending analyses. As a testament to usability and customer service, volume has increased by 300% each year for the past three years of operation, reflecting increased vendor breadth and user rollout.